



# Northeastern University

## College of Computer and Information Science

# Zimbra Migration | CCIS Systems

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## Summary

The purpose of this document is to provide instructions to safely archive and migrate the contents of your CCIS Zimbra account to another mail service. This guide includes instructions for archiving your Zimbra account, forwarding all mail sent to your @ccs.neu.edu account to your preferred mail service, and migrating your mail to Microsoft's Office 365 service or Google's Gmail service. This guide is intended for Northeastern Faculty and Staff who use Office 365 for the @neu.edu email address and for students using HuskyMail for their @husky.neu.edu email address.

## Additional Information

For more information regarding obtaining and managing email addresses provided by Northeastern University Information Technology Services (ITS) please see the links below.

[Faculty/Staff Email & Calendar \(Office 365\)](#)

[Student Email, Calendar & Documents \(HuskyMail and G-apps\)](#)

## Support

### Details

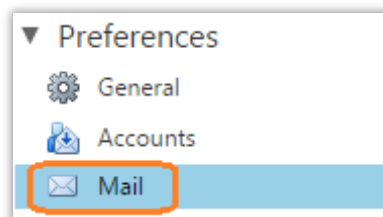
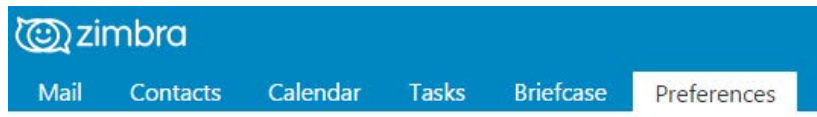
Version: 2.0  
Date: October 27, 2016  
Author: Jon Frederick



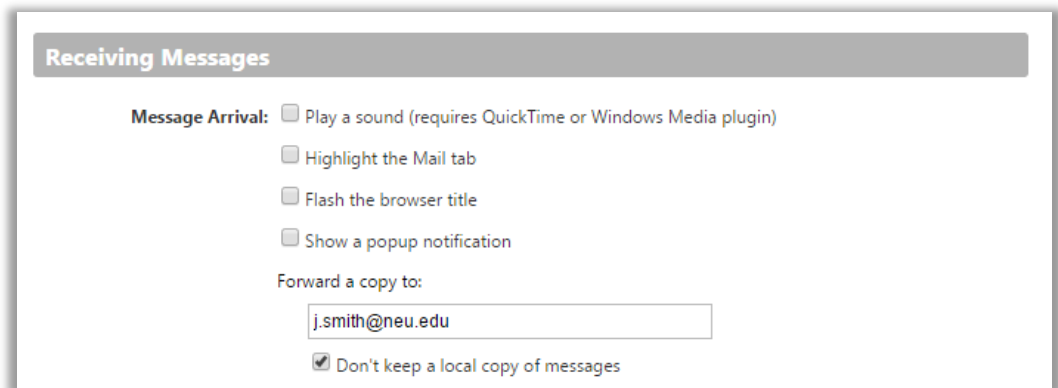
## Forward your CCIS Zimbra mail

The first step in migrating your Zimbra account is to enable message forwarding in your Zimbra Preferences. This will ensure that all future mail sent to your @ccs.neu.edu account will automatically forward to your Office 365 or Gmail account.

- Step 1. Log in to your CCIS Zimbra account at <https://zimbra.ccs.neu.edu>.
- Step 2. Click the **Preferences** tab, and on the left side, click **Mail**.



- Step 3. Scroll down to **Receiving Messages** and under **Forward a copy to:** enter the email address that you would like to forward to. Check **Don't keep a local copy of messages**.



- Step 4. Click **Save** to save your Mail Preferences.
- Step 5. Send a test message from a personal account to your @ccs.neu.edu account to validate that your mail is forwarding correctly to your Office 365 or Gmail account.

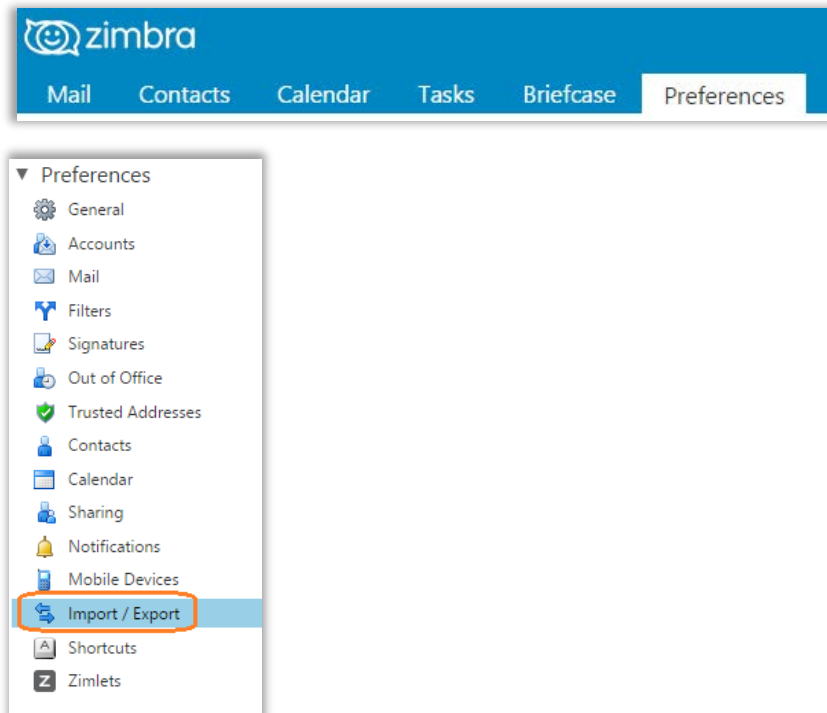


## Archive and Export your CCIS Zimbra Account

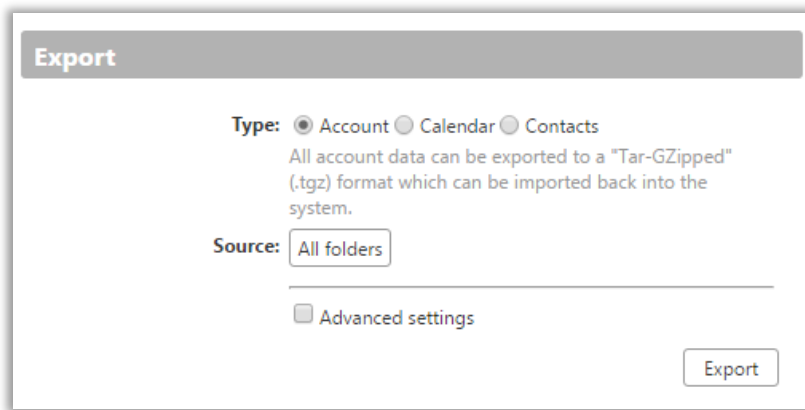
### Create a local archive of your CCIS Zimbra account

Creating an archive of your CCIS Zimbra account acts as an opportunity to save your entire account to a local drive on your computer and also acts as a backup for the migration process if you choose not to move the contents of your Zimbra account.

- Step 1. Log in to your CCIS Zimbra account at <https://zimbra.ccs.neu.edu>.
- Step 2. Click the **Preferences** tab, and on the left side, click **Import / Export**.



- Step 3. In the **Export** section, ensure that **Account** is selected, then click the **Export** button.



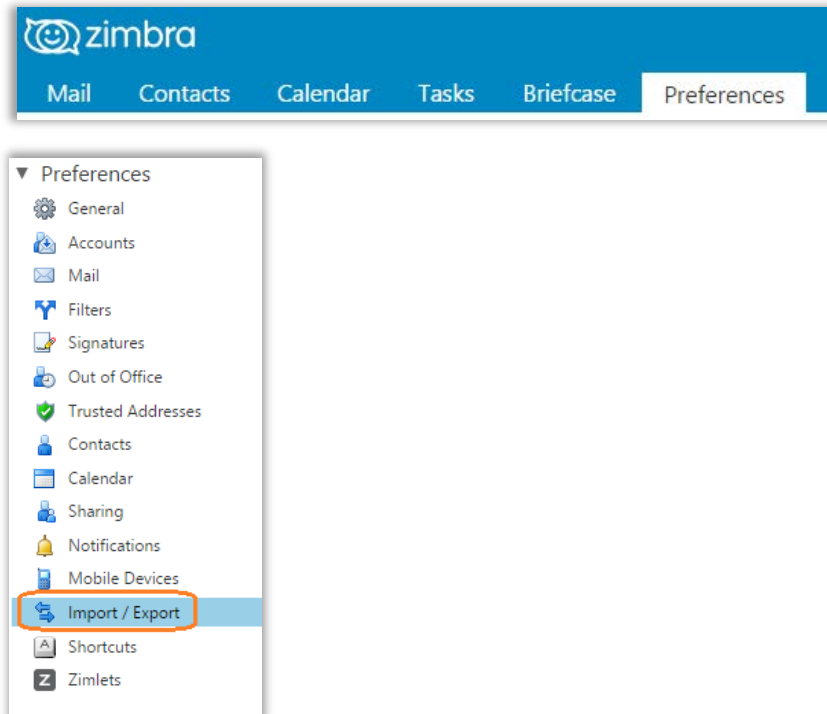
- Step 4. Your browser will download a .tgz file containing the entire contents of your CCIS Zimbra account to your local downloads folder. The file name will be similar to



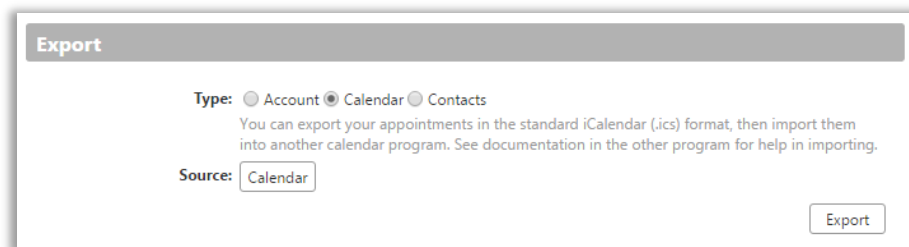
“All-2016-04-04-111822.tgz” and can be extracted with your preferred file archive utility.

### Export your CCIS Zimbra Contacts and Calendars

- Step 1. Log in to your CCIS Zimbra account at <https://zimbra.ccs.neu.edu>. Click the **Preferences** tab, and on the left side, click **Import /Export**.



- Step 2. In the **Export** section, ensure that **Calendar** is selected, choose **Calendar** as the source, then click the **Export** button.



- Step 3. Next, select **Contacts**, choose **Outlook Contacts** as the export format from the list and select **Contacts** as the source, then click the **Export** button.



**Export**

**Type:**  Account  Calendar  Contacts

You can export your contacts in the standard "Comma-Separated Values" (.csv) format, then import them into another contact manager program. See documentation in the other program for help in importing.

**Source:**

You now have downloaded two files on your computer that contains your contacts and calendars from your Zimbra account. The exported contacts will be in a CSV format and the exported calendars will be in an ICS format.



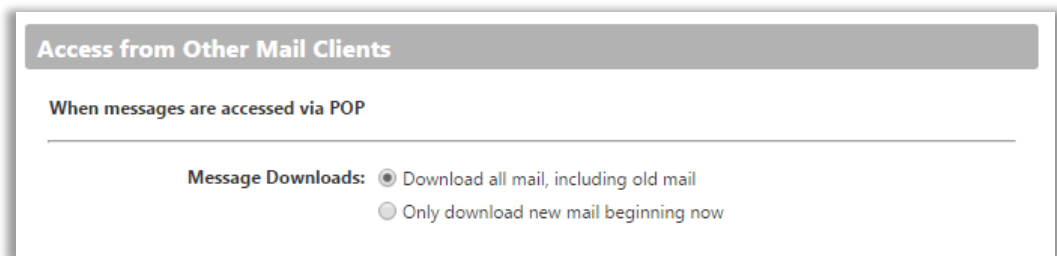
## Migrate your CCIS Zimbra account to Gmail or HuskyMail

Now that your account has been archived and messages to your @ccs.neu.edu account are being forwarded to Gmail or HuskyMail, you can now download your CCIS Zimbra Inbox via the Post Office Protocol (POP) to Gmail and import your Contacts and Calendars.

### Configure your CCIS Zimbra account for remote POP access

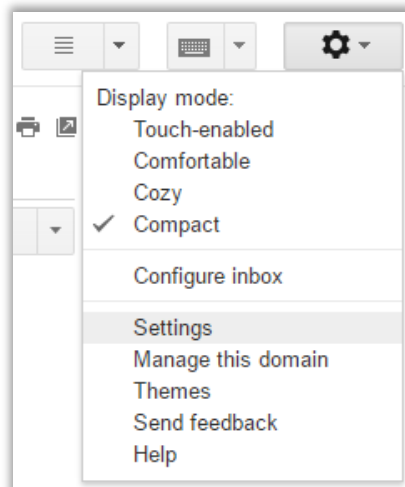
This section will provide instructions for enabling POP access from your Zimbra account and configuring Gmail to utilize POP to download all of the messages from your Zimbra account.

- Step 1. Log in to your CCIS Zimbra account at <https://zimbra.ccs.neu.edu>.
- Step 2. Click the **Preferences** tab, and on the left side, click **Mail**.
- Step 3. Scroll down to **Access from Other Mail Clients** and verify that **Download all mail, including old mail** is selected.



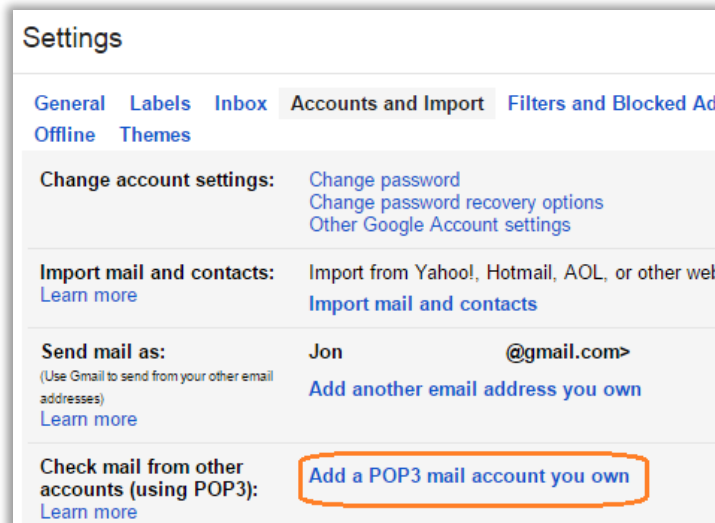
### Configure Gmail for POP access to your CCIS Zimbra account

- Step 1. Log in to your Gmail (<https://mail.google.com>) or HuskyMail (<http://mail.husky.neu.edu>) account. Click the Tool icon in the upper right corner and then select **Settings**.

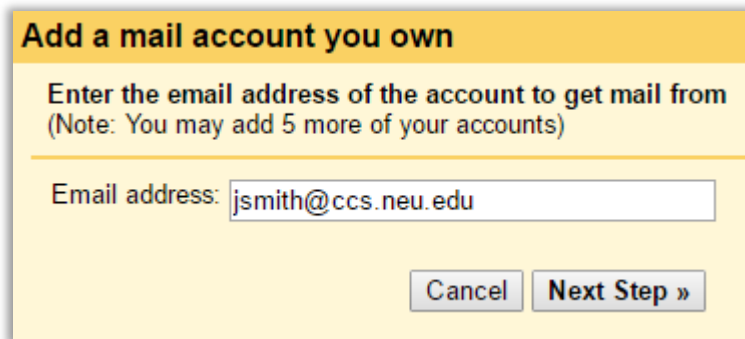




Step 2. In the **Accounts and Import** window, click **Add POP3 mail account you own**.



Step 3. Enter your @ccs.neu.edu email address. Click **Next Step**.



Step 4. Enter your settings:

- Email address: username@ccs.neu.edu
- Password: **Your CCIS password**
- POP server: **zimbra.ccs.neu.edu**
- Port: **995**
- Leave a copy retrieved message on the server: **Uncheck**
- Always use a secure connection (SSL) when retrieving mail: **Check**
- Label incoming message: **username@ccs.neu.edu**
- Click Add Account





**Add a mail account you own**

Enter the mail settings for `jsmith@ccs.neu.edu`. [Learn more](#)

---

Email address: `jsmith@ccs.neu.edu`

Username:

Password:

POP Server:  Port:

Leave a copy of retrieved message on the server. [Learn more](#)

Always use a secure connection (SSL) when retrieving mail. [Learn more](#)

Label incoming messages:

Archive incoming messages (Skip the Inbox)

Step 5. Your mail account has been added. Check **No**. Click **Finish**.

**Your mail account has been added.**

You can now retrieve mail from this account.  
Would you also like to be able to send mail as `jsmith@ccs.neu.edu`?

Yes, I want to be able to send mail as `jsmith@ccs.neu.edu`.

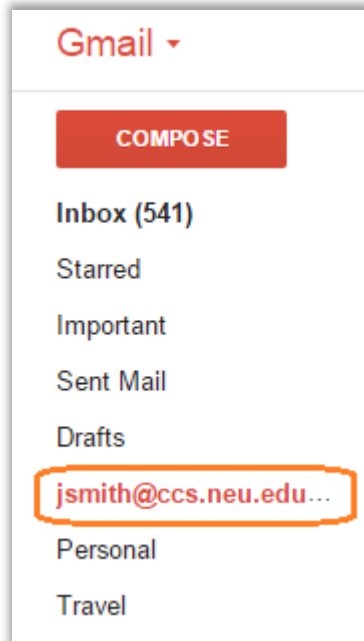
No (you can change this later)

Step 6. Under **Accounts and Import**, you will see that mail on your CCIS Zimbra account was just popped to your Gmail account.

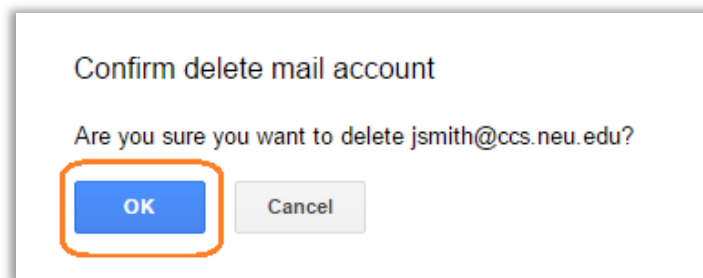
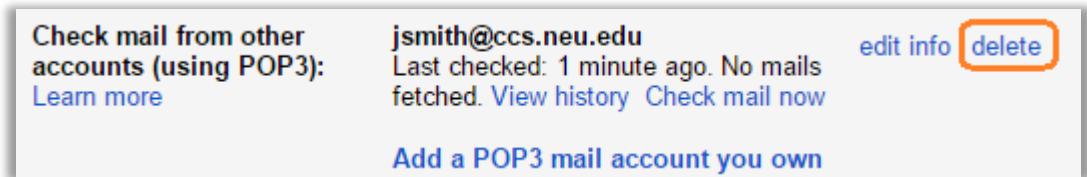
Check mail from other accounts (using POP3): <a href="#">Learn more</a>	<code>jsmith@ccs.neu.edu</code> Last checked: 1 minute ago. No mails fetched. <a href="#">View history</a> <a href="#">Check mail now</a>
<a href="#">Add a POP3 mail account you own</a>	



Step 7. When you look at your account, you will see the label/emails for your CCIS Zimbra account. Click the label for the `username@ccs.neu.edu` account and you will see a list of these emails.



Step 8. After you have verified that your Zimbra mail has been popped to Gmail, and set the Preference in Zimbra so that all future mail will be forwarded to your Gmail account, you can delete the POP3 account. Under **Accounts and Import** in Gmail Settings Click the **delete** button to the right of the account and click **OK**.

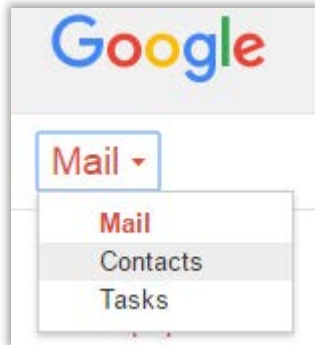




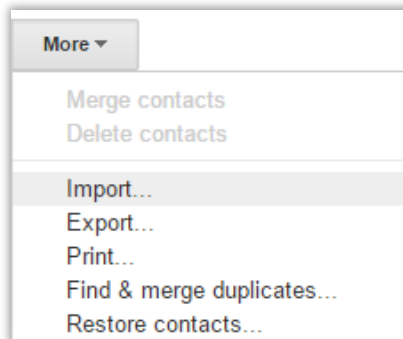
## Import CCIS Zimbra Contacts and Calendars to Gmail

### Contacts

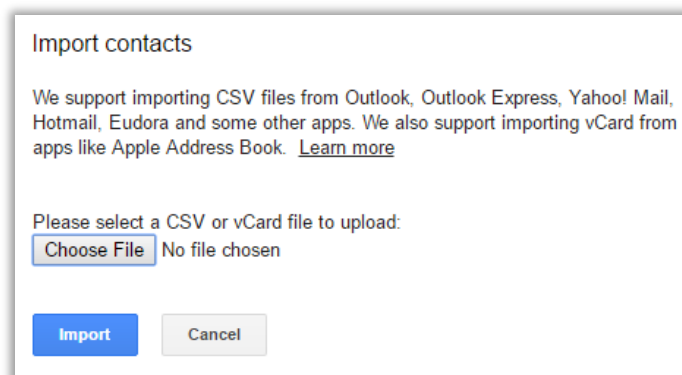
- Step 1. Log in to your Gmail (<https://mail.google.com>) or HuskyMail (<http://mail.husky.neu.edu>) account. Switch to the Gmail Contacts view in Gmail by clicking the **Mail** dropdown and clicking the **Contacts** option.



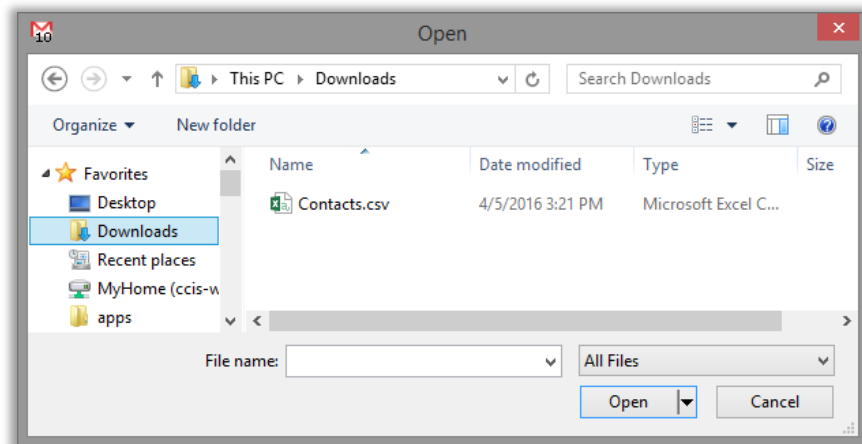
- Step 2. Click the **More** drop down menu and click **Import**.



- Step 3. Click **Choose File**.



- Step 4. Navigate to where you saved your address book export file from the Export your CCIS Zimbra Contacts and Calendars section, select it and click **Open**.

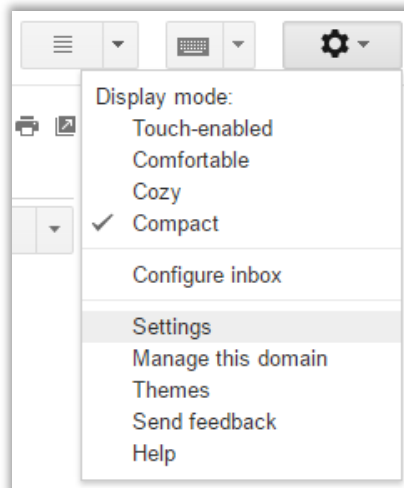


Step 5. Click **Import**.

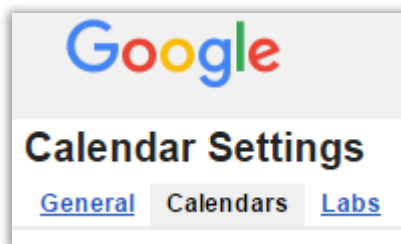
Step 6. You have successfully imported your CCIS Zimbra contacts into your Google Gmail Contacts list. Verify that your contacts have been imported.

### Calendar

Step 1. Log in to your Google Calendar (<https://calendar.google.com/calendar>) or HuskyMail (<http://calendar.husky.neu.edu/>) account. Click the Tool icon in the upper right corner and then select **Settings**.



Step 2. In the Calendar Settings section select **Calendars**.

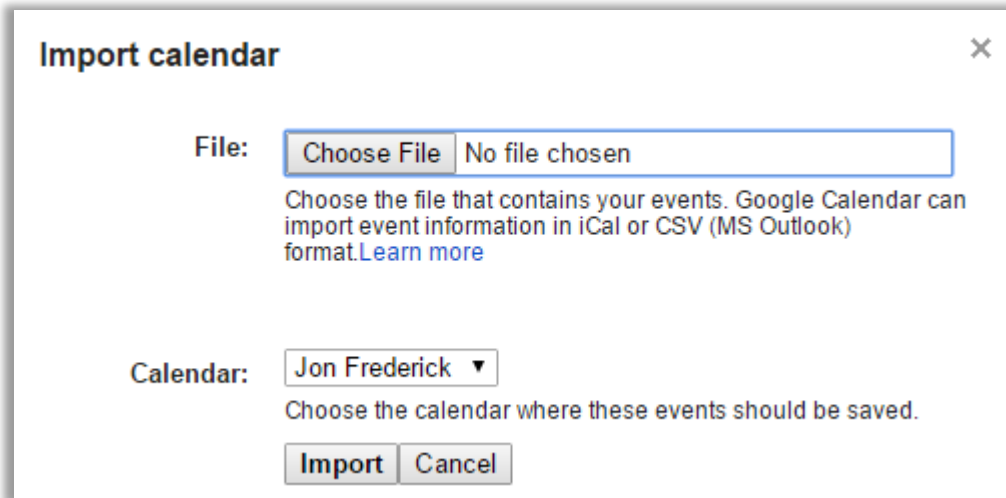




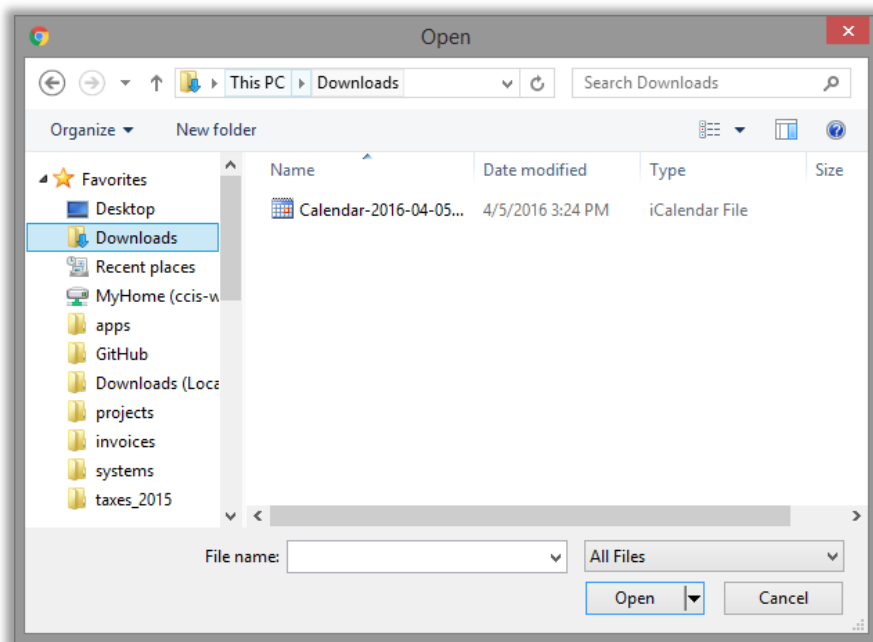
Step 3. Select **Import calendar** below the list of calendars in your account.

[Import calendar](#)

Step 4. Click **Choose File**.



Step 5. Navigate to where you saved your calendar export file from the Export your CCIS Zimbra Contacts and Calendars section, select it and click **Open**.



Step 6. Select **Import** to upload and import your CCIS Zimbra Calendar. After your calendar is imported, the application will notify you of the number of events imported. Click **Close**.

Step 7. You have successfully imported your CCIS Zimbra Calendar into your Gmail Calendar. Verify that your events have been imported.



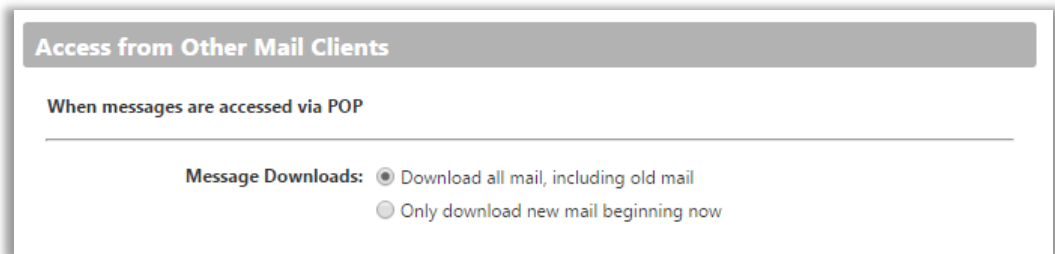
## Migrate your CCIS Zimbra account to Office 365

Now that your account has been archived and messages to your @ccs.neu.edu account are being forwarded to Office 365, you can now download your CCIS Zimbra Inbox via the Post Office Protocol (POP) to Office 365 and import your Contacts and Calendars.

### Configure your CCIS Zimbra account for remote POP access

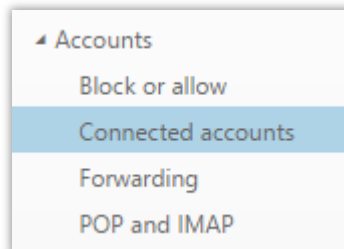
This section will provide instructions for enabling POP access from your Zimbra account and configuring Office 365 to utilize POP to download all of the messages from your Zimbra account.

- Step 1. Log in to your CCIS Zimbra account at <https://zimbra.ccs.neu.edu>.
- Step 2. Click the **Preferences** tab, and on the left side, click **Mail**.
- Step 3. Scroll down to **Access from Other Mail Clients** and verify that **Download all mail, including old mail** is selected.

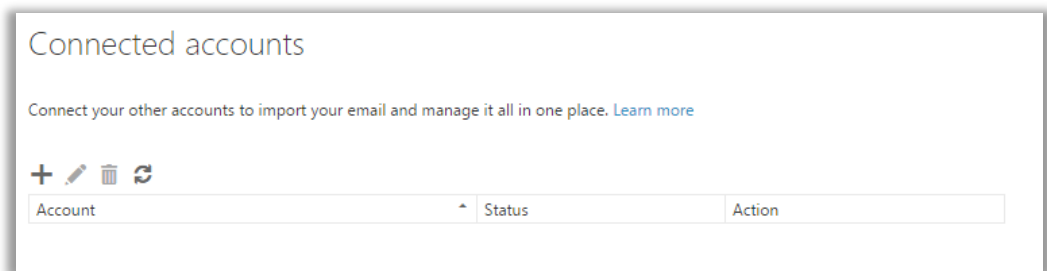


### Configure Office 365 for POP access to your CCIS Zimbra account

- Step 1. Log in to your Office 365 account at <https://outlook.com/owa/northeastern.edu>. On the Outlook Navigation Bar select **Settings** > **Options**.
- Step 2. In the left pane, choose **Mail**, and under **Accounts**, choose **Connected accounts**.



- Step 3. Under **Connected accounts**, choose the + to connect an account.





- Step 4. On the Connect your email account page, enter your full email address, such as **jsmith@zimbra.ccs.neu.edu**, and your CCIS password and choose **OK**.

- Step 5. Once your account is verified you will be prompted to Click **OK**

- Step 6. Your CCIS Zimbra account will now be listed under **Connected Accounts**.

Account	Status
jsmith@zimbra.ccs.neu.edu	OK

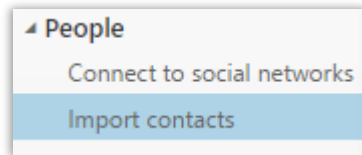
- Step 7. After you have verified that your Zimbra mail has been popped to Office 365, and set the Preference in Zimbra so that all future mail will be forwarded to your Office 365 account, you can delete the POP3 account. On the Outlook Navigation Bar select **Settings** > **Options**. In the left pane, choose **Mail**, and under **Accounts**, choose **Connected accounts**. Select your Zimbra account from the list and select **Remove** and select **Yes** when prompted to remove your account.



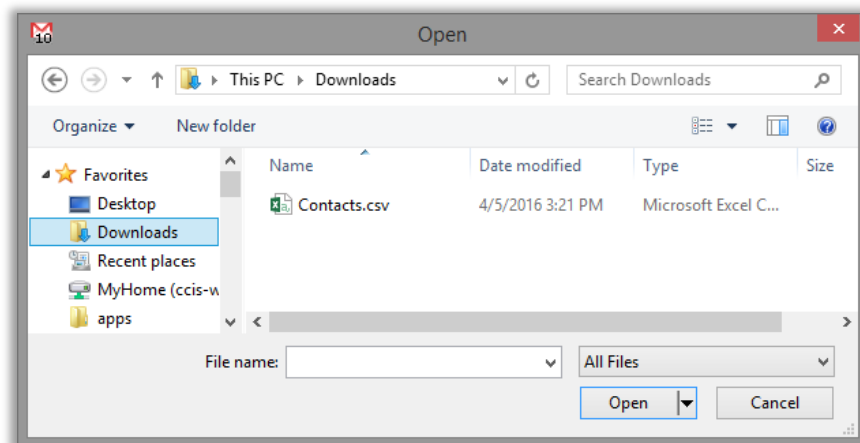
## Import CCIS Zimbra Contacts and Calendars to Office 365

### Contacts

- Step 1. Log in to your Office 365 account at <https://outlook.com/owa/northeastern.edu>. On the Outlook Navigation Bar select **Settings** ⚙️ > **Options**.
- Step 2. In the left pane, choose **Mail**, and under **People**, choose **Import Contacts**.



- Step 3. In the **Import** Contacts page Select **Outlook 2010, 2013, or 2016**.
- Step 4. Select the Browse button and navigate to where you saved your address book export file from the Export your CCIS Zimbra Contacts and Calendars section, select it and click **Open**.



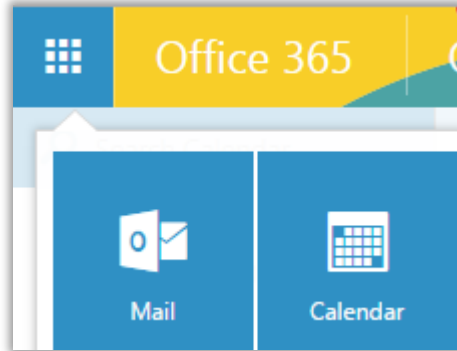
- Step 5. Select **Upload** to import your CCIS Zimbra Contacts.
- Step 6. You have successfully imported your CCIS Zimbra contacts into your Office 365 Contacts list. Verify that your contacts have been imported.



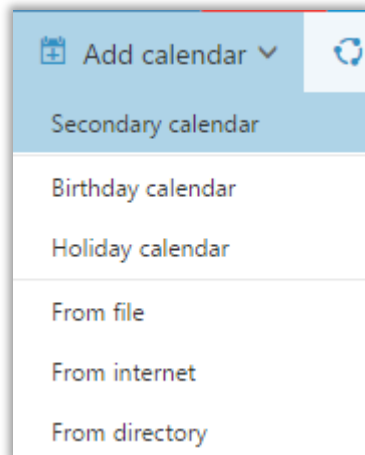


## Calendar

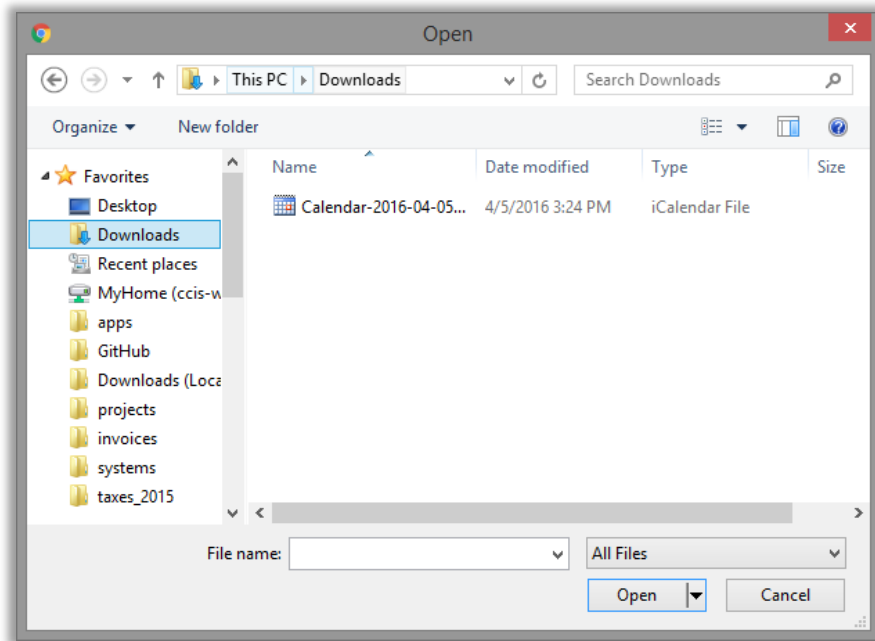
- Step 1. Log in to your Office 365 account at <https://outlook.com/owa/northeastern.edu> and select **Calendar**.




- Step 2. In the Calendar app, select **Add Calendar** and choose **From File** from the menu.



- Step 3. Select the Browse button and navigate to where you saved your Calendar export file from the Export your CCIS Zimbra Contacts and Calendars section, select it and click **Open**.



- Step 4. Select **Save**  to upload and import your CCIS Zimbra Calendar.
- Step 5. You have successfully imported your CCIS Zimbra Calendar into your Office 365 Calendar. Verify that your events have been imported.